

Service Delivery – Capacity Management

DEFINITION

Capacity Management Definition -Capacity Management is a process used to manage information technology. Its primary goal is to ensure that IT capacity meets current and future business requirements in a cost-effective manner.

GOALS

- *To determine the right cost, justification, and capacity of IT resources
such that Service Levels agreed with the business are achieved at the right time
- *To understand the business requirements, current operations and IT infrastructure to ensure that current and future capacity and performance aspects of the business are provided cost-effectively

PROCESS ACTIVITIES

- *Implementing Availability Management
- *Monitoring availability
- *Analyzing
- *Tuning
- *Demand Management
- *Production of Capacity Plan
- *Modeling (Trend Analysis, Analytical Modeling, Simulation Modeling, Baseline models)
- *Application sizing

BENEFITS

- *Increased efficiency and cost savings
- *Economic Provision of Services. Capacity is matched to business need and unnecessary spare capacity is not being purchased or maintained
- *Planned buying is cheaper than panic buying
- *Allows an organization to take advantage of economies of scale and market conditions
- *Reduced risk of performance problems and failure

KEY PERFORMANCE INDICATORS

- *Workload forecasts on time
- *Increased ability to monitor performance
- *Reduction in the over capacity of IT
- *Percentage reduction in number of capacity incidents

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TOOL REQUIREMENT CONSIDERATIONS

***Tools** – Modeling software, model generators, resource utilization software, performance surveillance software, workload performance monitors, financial planning software (used by Financial Management, FM), charging software (used by FM), business forecasting software,

Capacity Plan, capacity planning database, application sizing software

***Techniques** – Modeling. Queuing theory. Sizing (Application). Rule of thumb. Trending

POSSIBLE COSTS

*Purchase of tools must always be justified in terms of savings they will generate

*Planned purchasing should deliver economies of scale

*Possibly buy in skills rather than develop and maintain them in-house

*Understand the true cost of under-utilized resources

REVIEW DATES

*Date Last Reviewed: January 2008

*Next Review Date: January 2009

KEY INTERACTIONS WITH OTHER DOMAINS

*Security – Security and Capacity Management must ensure that overloads do not pose security risks.

*Business Continuity – IT Service Continuity provides critical data for the Capacity Plan.

*Knowledge Management -Capacity Management processes, procedures and lessons learned should be stored in Knowledge Management database.

*Capacity Management provides critical support for all other domains and disciplines.

REFERENCE

For More Information: <http://www.best-management-practice.com/bookstore.asp?FO=1230360>